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ATTORNEY'S DOCKET NO: C0441/7160

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis  
Serial No: 09/577,224  
Filed: May 23, 2000  
For: METHOD AND APPARATUS FOR REACTIVE AND DELIBERATIVE  
SERVICE LEVEL MANAGEMENT (SLM)

Assistant Commissioner for Patents  
Washington, D.C. 20231

Transmitted herewith is/are the following document(s):

- [X] Information Disclosure Statement
- [X] Form 1449 w/references

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

No fee is required. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

HEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED  
WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS  
MAIL IN AN ENVELOPE ADDRESSED TO: ASSISTANT  
COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

4-6-01  
DATE

*Therese A. Hendricks*  
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Docket No. C0441/7160  
Dated: April 6, 2001  
XNDD